

## **Gleaners Community Food Bank of SE MI**

### **Job Description**

**Job Title:** Operations Director  
**Reports To:** Chief Operations Officer  
**FLSA Status:** Exempt  
**Department:** Operations  
**Last Update:** Draft August 2015

Gleaners Community Food Bank is committed to ending food insecurity in SE Michigan. Last year the food bank distributed 34M pounds of food through 5 regional warehouses serving 500 partners agencies in SE Michigan. This position provides facility and operations leadership for the collection, storage, transfer and distribution of product through the food bank.

#### **Essential Duties**

1. Directs the activities involved in the efficient movement of product including receipt, transfer, storage, product packing and distribution of inventory that will result in effective control of inventory and efficient distribution of food.
2. Establishes effective procedures and controls for the safe and efficient movement and preservation of product.
3. Maintains thorough and up to date knowledge of facility and food distribution management in order to implement innovative ways to improve and maximize efficiency.
4. Oversees and directs the activities of facility management including, but not limited to: safe and efficient operation of equipment, electrical, plumbing, refrigeration, heating, air-conditioning, waste management, etc.
5. Cultivate strong relationships with partner community and government agencies including, but not limited to food donors, agency partners, FBCM, Feeding America, etc.
6. Design and implement a system to provide performance metrics for all areas of operations.
7. Conducts facility inspections to ensure equipment and facility are operational
8. Identifies opportunities for improvements to reduce waste, schedules and oversees repairs, and manages contractors to ensure compliance to contracts.
9. Negotiates contracts and manages off-site storage necessitated by expanding needs, monitors space usage, determines products to be stored off-site, and work with warehouse staff to rotate inventory and maximize efficiency.
10. Ensure operations comply with all applicable regulations and guidelines.
11. Maintains staff by recruiting, selecting, orienting and training employees; developing personal growth opportunities.
12. Accomplishes staff job results by coaching, counseling, and disciplining employees; planning, monitoring and appraising job results; conducting training; enforcing policies and procedures.
13. Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities
14. Other duties as assigned

#### **Scope of Position:**

Budgetary Responsibility: Moderate  
Personnel Responsibility: High  
Access to Confidential Info: Moderate  
Supervisory responsibility: High  
Donors: Moderate  
Volunteers: Moderate  
Food Partners: Moderate,  
Outside Vendors: High

## **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

## **Education/Experience**

- Bachelor's degree required.
- A minimum of five years' experience in warehouse/distribution management
- A proven track record of increasing performance and improving operations
- Results-oriented operations leader, with a strong team and service orientation, to lead our organization to top quartile operational efficiency among all Feeding America food banks.

## **Language Ability**

Excellent verbal and written communication skills, as well as strong interpersonal skills.

## **Math Ability**

Ability to add and subtract two digit numbers and to multiply and divide with 10s and 100s.

Ability to perform these operations using units of American money and weight measurement, volume, and distance. High degree of comfort with writing and managing budgets required.

## **Reasoning Ability**

Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Demonstrated problem-solving and decision-making ability to correct unforeseen issues on the spot during events. Ability to work with volunteers, community leaders, and the public. Ability to multi-task, prioritize and perform under pressure. Ability to adapt to a flexible work schedule is also required.

## **Computer Skills**

To perform this job successfully, an individual should have a thorough working knowledge of the Microsoft Office suite of products.

## **Equipment**

The position requires operation of standard office equipment including, but not limited to: personal computer, printer, fax machine and telephone.

## **Work Environment**

The standard work environment is an office setting with fluorescent lighting and temperature and humidity controlled by air conditioning and heating. The noise level in the work environment is usually low. The employee will occasionally be required to perform duties in a wide variety of settings (e.g. warehouse or industrial environments, outdoors, other corporate settings).

## **Physical Demands**

The employee must occasionally lift and/or move up to 35 pounds. While performing the duties of this job, the employee is frequently required to speak, hear, and use hands. Moderate amounts of walking, sitting, or standing are occasionally required. The position may also require intra and interstate travel by automobile, airplane, etc.